



Basic Course Information

Semester:	Spring 2026	Instructor Name:	Guillermo Salgado
Course Title & #:	BUS 172 – Office Procedures in the Workplace	Email:	guillermo.salgado@imperial.edu
CRN #:	21256	Webpage (optional):	n/a
Classroom:	802	Office #:	1601
Class Dates:	February 18 – June 9, 2026	Office Hours:	Thursday & Friday 12pm – 1pm
Class Days:	Wednesday	Office Phone #:	760-554-9081
Class Times:	6:00pm – 9:10pm	Emergency Contact:	760-554-9081
Units:	3	Class Format/Modality:	Face to face

Course

This course stresses all business skills and those competencies required of the office worker in today's business environment. The course provides realistic and meaningful experiences to strengthen student's administrative skills and knowledge of business procedures and technological skills. The role of the administrative assistant will be analyzed as well as the global influences that affect the way business is conducted. (CSU)

Course Prerequisite(s) and/or Corequisite(s)

None

Student Learning Outcomes

Upon course completion, the successful student will have acquired new skills, knowledge, and or attitudes as demonstrated by being able to:

1. Develop research techniques to learn about a product or concept and persuade audience to believe in it.
2. Develop oral, analytical and written skills by persuading a certain point of view in an oral presentation.
3. Display professionalism while selling skills, knowledge and education during a mock interview.

Course Objectives

Upon satisfactory completion of the course, students will be able to:

1. Demonstrate knowledge of the secretarial profession including role of the secretary, office environment, and hospitality duties.
2. Demonstrate knowledge of information processing including preparing final documents, handling incoming and outgoing communications, composing assignments, and records management.
3. Demonstrate knowledge of office equipment services and systems including reprographics, telephone and telegraph, communication systems, and information resource management.
4. Demonstrate knowledge of administrative support services including expediting travel assignments planning and facilitating meetings.
5. Demonstrate knowledge of research and organization of business data including collecting business information, presenting statistical information, writing reports, giving oral presentations, and preparing publications.



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6. Demonstrate knowledge of financial and legal procedures including: office financial responsibilities, investments, insurance, payroll, tax records, and legal documents.
7. Demonstrate knowledge of secretarial placement and advancement including selecting the right position, planning a professional role, and fulfilling and administration role.
8. Demonstrate knowledge of the global nature of business by preparing international business documents appropriately.

Textbooks & Other Resources or Links

Title: Office Procedures for the 21st Century. 8th Edition. Copyright 2011.

Authors: Sharon C. Burton, Nelda J. Shelton

Published by Pearson

ISBN-13: 978-0-13-506559-4

Course Requirements and Instructional Methods

2 hours of Independent Work done out of class per each hour of lecture or class work, or 3 hours lab, practicum, or the equivalent per unit is expected.

Audio Visual

Demonstration

Discussion

Group Activity

Lecture

Simulation / Case Study

Course Grading Based on Course Objectives

Assignments 40%

8 assignments worth 50 points each = 400 points

Tests 40%

8 Tests (Quizzes) worth 50 points each = 400 points

Final Exam 20%

200 points, 100 questions (multiple choice)

Academic Honesty (Artificial Intelligence -AI)

IVC values critical thinking and communication skills and considers academic integrity essential to learning. Using AI tools as a replacement for your own thinking, writing, or quantitative reasoning goes against both our mission and academic honesty policy and will be considered academic dishonesty, or plagiarism unless you have been instructed to do so by your instructor. In case of any uncertainty regarding the ethical use of AI tools, students are encouraged to reach out to their instructors for clarification.

Accessibility Statement

Imperial Valley College is committed to providing an accessible learning experience for all students, regardless of course modality. Every effort has been made to ensure that this course complies with all state and federal accessibility regulations, including Section 508 of the Rehabilitation Act, the Americans with Disabilities Act (ADA), and Title 5 of the Updated 11/2024



California Code of Regulations. However, if you encounter any content that is not accessible, please contact your instructor or the area dean for assistance. If you have specific accommodations through **DSPS**, contact them for additional assistance.

We are here to support you and ensure that you have equal access to all course materials.

Course Policies

Attendance:

A student who fails to attend the first meeting of a class or does not complete the first mandatory activity of an online class will be dropped by the instructor as of the first official meeting of that class. Should readmission be desired, the student's status will be the same as that of any other student who desires to add a class. It is the student's responsibility to drop or officially withdraw from the class. See General Catalog for details. Regular attendance in all classes is expected of all students. A student whose continuous, unexcused absences exceed the number of hours the class is scheduled to meet per week may be dropped. For online courses, students who fail to complete required activities for two consecutive weeks may be considered to have excessive absences and may be dropped. Absences attributed to the representation of the college at officially approved events (conferences, contests, and field trips) will be counted as 'excused' absences.

Classroom Etiquette:

Electronic Devices: Cell phones and electronic devices must be turned off and put away during class, unless otherwise directed by the instructor. Food and Drink are prohibited in all classrooms. Water bottles with lids/caps are the only exception. Additional restrictions will apply in labs. Please comply as directed by the instructor. Disruptive Students: Students who disrupt or interfere with a class may be sent out of the room and told to meet with the Campus Disciplinary Officer before returning to continue with coursework. Disciplinary procedures will be followed as outlined in the General Catalog. Children in the classroom: Due to college rules and state laws, no one who is not enrolled in the class may attend, including children.

Online Netiquette:

What is netiquette? Netiquette is internet manners, online etiquette, and digital etiquette all rolled into one word. Basically, netiquette is a set of rules for behaving properly online. Students are to comply with the following rules of netiquette: (1) identify yourself, (2) include a subject line, (3) avoid sarcasm, (4) respect others' opinions and privacy, (5) acknowledge and return messages promptly, (6) copy with caution, (7) do not spam or junk mail, (8) be concise, (9) use appropriate language, (10) use appropriate emoticons (emotional icons) to help convey meaning, and (11) use appropriate intensifiers to help convey meaning [do not use ALL CAPS or multiple exclamation marks (!!!!)]

Academic Honesty:

Academic honesty in the advancement of knowledge requires that all students and instructors respect the integrity of one another's work and recognize the important of acknowledging and safeguarding intellectual property. There are many different forms of academic dishonesty. The following kinds of honesty violations and their definitions are not meant to be exhaustive. Rather, they are intended to serve as examples of unacceptable academic conduct. Plagiarism is taking and presenting as one's own the writings or ideas of others, without citing the source. You should understand the concept of plagiarism and keep it in mind when taking exams and preparing written materials. If you do not understand how to "cite a source" correctly, you must ask for help. Cheating is defined as fraud, deceit, or dishonesty in an academic assignment, or using or attempting to use materials, or assisting others in using materials that are prohibited or inappropriate in the context of the academic assignment in question. Anyone caught cheating or plagiarizing will receive a zero (0) on the exam or assignment, and the instructor may report the incident to the Campus Disciplinary Officer, who

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may place related documentation in a file. Repeated acts of cheating may result in an F in the course and/or disciplinary action. Please refer to the General Catalog for more information on academic dishonesty or other misconduct. Acts of cheating include, but are not limited to, the following: (a) plagiarism; (b) copying or attempting to copy from others during an examination or on an assignment; (c) communicating test information with another person during an examination; (d) allowing others to do an assignment or portion of an assignment; (e) using a commercial term paper service

Financial Aid

Your Grades Matter! In order to continue to receive financial aid, you must meet the Satisfactory Academic Progress (SAP) requirement. Making SAP means that you are maintaining a 2.0 GPA, you have successfully completed 67% of your coursework, and you will graduate on time. If you do not maintain SAP, you may lose your financial aid. If you have questions, please contact financial aid at finaid@imperial.edu.

IVC Student Resources

IVC wants you to be successful in all aspects of your education. For help, resources, services, and an explanation of policies, visit <http://www.imperial.edu/studentresources> or click the heart icon in Canvas.

Anticipated Class Schedule/Calendar

Date or Week	Activity, Assignment, and/or Topic	Pages/ Due Dates/Tests
Week 1 February 18	Syllabus & Introduction	Introductions. No Assignments
Week 2 February 25	Chapter 1 Lecture: Understanding the Changing & Challenging Office	Quiz #1 Next Week (Ch 1)
Week 3 March 4	Chapter 2 Lecture: Developing Professional Skills Quiz #1 – In Class	Assignment #1 Due March 11
Week 4 March 11	Chapter 3 Lecture: Preparing for your Employment	Quiz #2 Next Week (Chapter 2 & 3)
Week 5 March 18	Chapter 4 Lecture: Time Management Quiz #2 – In Class	Assignment #2 Due March 25
Week 6 March 25	Chapter 5 Lecture: Telecommunications	Quiz #3 Next Week (Chapter 4 & 5)
Week 7 April 1	Chapter 6 Lecture Building Communication Skills Quiz #3 – In Class	Assignment #3 Due April 15
Week 8 April 8 Spring Break	No Class – Spring Break Chapter 7: Processing Mail	Read Chapter 7 over the break
Week 9 April 15	Chapter 8 – Lecture: Records Management	Quiz #4 Next Week (Chapters 6, 7, 8)
Week 10 April 22	Chapter 9 – Lecture: Banking & Accounting Procedures Quiz #4 in Class	Assignment #4 Due April 29
Week 11 April 29	Chapter 10 Lecture: Scheduling Appointments & Receiving Visitors	Quiz #5 Next Week (Chapters 9 & 10)



Date or Week	Activity, Assignment, and/or Topic	Pages/ Due Dates/Tests
Week 12 May 6	Chapter 11 – Lecture: Making Travel Arrangements Quiz #5 – in class	Assignment #5 Due May 13
Week 13 May 13	Chapter 12 – Lecture: Planning Meeting & Conferences	Quiz#6 Next Week (Chapters 11 &12)
Week 14 May 20	Chapter 13 – Lecture: Developing Effective Oral Communication Chapter 14 – Lecture: Preparing to Meet the Challenges Quiz #6	Assignment #6 Due May 27 Quiz #7 Next Week (Chapter 13 & 14)
Week 15 May 27	Chapter 15 – Lecture: Working in a Medical Office Chapter 16 – Lecture: Working in a Legal Office Quiz #7 (worth double points)	Assignment #7 Due June 2 Quiz #8 next week (Chapters 15 & 16)
Week 16 June 2	Quiz #8 – in Class Final Review	Assignment #8 Due June 9
Week 17 June 9	Final Exam	

*****Subject to change without prior notice*****